

RETHEME PROCESS IMPROVEMENTS

New Use of Till Codes

9994 : MMA Generic :

9997 : Books and Magazines Generic

9990 : Short or Out of Date Stock

Stock Taking

- All stock takes on the rota must be completed by Friday of that week. If an overrun is expected, then Suzanne must be notified earlier in the week and arrangements to achieve completion agreed.
- The new stock take form must be used. This, along with a before and after Till print is to be sent to Mike each Monday with the rest of the Mail.
- Once a person has completed the stock take, the manager must double check any differences and spot check a few items. These items must be initialled by the manager.
- Keying in must take place the same day as the stock take.

Stock Date Checking

- All stock must be date checked using the same rota as the stock takes. These tasks can be done at the same time or separately depending on the size of the range being stock taken and checked.
- All items with 4 months or less must be recorded on the Short Dated report. Staff should do their utmost to sell these. These must be sold at normal prices.
- Excess stock should be arranged via Darren for collection for Warrington and for transfer to other shops. If its not required, Darren will refuse collection. This decision may take 1-2 days.
- All items on the short dated list must have their min/max levels set to either zeros, or ones to prevent excess reordering.
- Once an item has a life of 2 months or less, it should be raised to Mike for online sale. These items will be sold off, if appropriate, at a reduced price in a mailshot.
- Once an item has 1 months life or less, it must be brought to Suzanne's attention at her shop visit. The stock will then be transferred out and transferred back in under the code of 9990 to be sold off at an agreed price. Only Suzanne will be able to provide Transfer references.
- No other items must be sold or transferred under the 9990 code.

Staff Sales

- Staff sales are only for the personal use of employees, their partners and immediate family (brothers sisters etc).
- The prices are set at cost price plus handling, which will equate this year to 1.15 and will be reviewed every 3 months against margin and stock losses.
- A staff number (10) will be set up for sponsored athletes. This should be used for all sales where we have agreed to sell goods at cost for an athletes endorsement of our business. It should be used for no other purpose and a report must be filled out each time its used. All sponsored athletes must be approved by Mike in the first instance.

Memberships

- We will no longer require the address of members on the Till. Instead we will only require their name and telephone number. All other fields can be filled with an "X"
- Each member must provide their email address. A page will be created on our website for this purpose. They should be told that it is 'opting in' to a periodic newsletter.
- We will use these email addresses specifically to mailshot shop customers with shop specific offers, news, events etc.